

CITY OF ALBUQUERQUE

Albuquerque Police Department



Gorden E. Eden, Jr., Chief of Police



October 12, 2016

Valley Community Policing Council

Re: Voice Recognition Reporting System

Dear Valley Community Policing Council:

Thank you for your recommendation regarding voice recognition for reporting purposes.

The Albuquerque Police Department is currently exploring our options for voice recognition software. There has been some proof of concept effort by units within APD to evaluate the return on investment of voice recognition.

400 Roma NW

We have received consistent feedback from users that they were disappointed with the integration between voice recognition software and APD systems. Consequently, the efficiency anticipated by users was not effective.

Albuquerque

Although we have high hopes for this technology and we plan to continue to monitor developments, our overall technology strategy for APD is to prioritize investment of resources that will provide a positive outcome for our officers. We also want to ensure that we invest in solutions that improve our business process.

New Mexico 87102

Your recommendations are greatly appreciated and we thank you for your contributions to our community.

www.cabq.gov

Sincerely,

A handwritten signature in black ink, appearing to read "Gorden E. Eden, Jr.", written over a printed name and title.

GORDEN E. EDEN, JR.
Chief of Police

GEE: ncl

To: police chief Eden

Subject: recommendation from your valley command CPC

During our participation in the citizens policing Academy, it was noted that good articulation on police reports was generally lacking and was also noted in a summary by the Department of Justice. It was stated that this was a problem that had been in the department for a number of years.

Further discussion with participants at the policing Academy, found that one officer who had transferred in from another Police Department, who had a dictation system in place for their police officers, routinely took far less time to complete a police report.

In researching the subject, we found a Police Department in Minnesota who reported that their officers spent 40% of their time writing reports and on average cut that time in half using a voice recognition program. The individual who transferred in from another Police Department stated that the dictation system cut their reporting time down by 75%!

In researching just one of the programs available (at a very reasonable price we might add) it would give our officers and our Police Department the following benefits.

1. Hands-free operation of their computer
2. The ability to provide better and more effective articulation of events
3. The ability to hear what they have dictated
4. A significant savings in labor time
5. The creation of more productive time
6. The ability to navigate through your computer using your voice
7. The ability to allow the officer to use his or her smart phone as a wireless microphone
8. And as mentioned in item 3, gives the officer the ability to hear what he or she has dictated with a text to speech playback.

Based on data given to us for the year of 2014, the utilization of these concepts has the potential to not only save us over \$6 million in labor, but more importantly provide us with the effective production of 100 additional patrol officers.

Our recommendation is this:

We would like to see the formation of one patrol officer from each of the commands, to evaluate this system and give us their opinion. We feel that this tool will provide a huge benefit to these ladies and gentlemen and to our communities. We also feel that we can obtain a consultant who is familiar with the program to aid these patrol officers with their evaluation.

We thought this would be very beneficial as this person could show these individuals how their own phones and computers can be used to make their jobs easier and more effective.

RESPECTIVELY SUBMITTED

VALLEY CPC